

# TESTING

## why it matters

Testing is a very important step in the Edison implementation process, as it allows the Project team to examine the system to ensure it works as it should. Thanks to testing, the Edison team can identify and resolve any issues with the system before moving forward with the implementation.

For example, during Phase 1 testing, several issues were encountered that needed to be resolved before we could move forward. Based on these testing results, the Project Edison leadership made the decision to delay the Go-Live date for Human Capital Management (HCM) modules, which includes Payroll, Benefits, HR, Time and Labor, and Enterprise Learning Management. The Project has since developed solutions to these issues, and thorough testing is in progress to ensure we are ready to Go-Live on October 1.

Before Edison goes live, the system must successfully complete five stages of testing - Unit, Integration, System, User Acceptance Testing and Parallel. In this article, we outline the different types of testing that Project Edison is working on, and why this is an important step in the implementation process.

### Phase 1 (HCM) Testing

Currently, the Project is conducting parallel testing, which allows the Edison team to use live HR, time and benefits data and run it concurrently with the State's current payroll system. In other words, parallel testing compares the payroll results in Edison with the actual payroll being run in the State's legacy system. Several agencies are working closely with the Edison team to conduct parallel testing. We are grateful for their ongoing assistance and support!

Phase 1 parallel testing will be completed at the end of May. At that time, the Project will evaluate the results and determine if the October 1 Go-Live date can be met. The Edison team feels good about the testing results, but will continue to examine the results before setting the definitive Go-Live date. As we've mentioned before, a timely and accurate payroll is extremely important. Every effort is being made to ensure the system will be ready before we implement it.

### Phase 2 (FPL) Testing

For Phase 2, which includes Financials, Procurement and Logistics (FPL), the

*(continued on page 2)*

## Letter from the Director

Dear  
Colleagues,

As I'm sure you  
already know,  
the Project



Edison leadership team, Steering Committee and Executive Sponsors made the decision last month to delay the Go-Live date for Phase 1. As you'll read in this newsletter, we encountered several issues in testing that needed to be resolved before we felt comfortable moving forward. Although the decision to delay was a difficult one, we believe it is most important to have a system that works properly before implementing it. An accurate and timely payroll is our primary objective and we want to make sure we can achieve that before we roll out the new system.

Last month, we also announced a tentative Go-Live date of October 1, 2008. It is important that all of the issues are resolved and thoroughly tested before we set a definitive date. We feel positive about how testing is going thus far, and we hope that this trend will continue. Once testing is complete later this month, we will provide you with more information about the Go-Live schedule.

In the meantime, we encourage agency Liaisons, Agency Implementation Teams, Power Users, Training Coordinators and other staff

*(continued on page 2)*

# Testing - why it matters

*(continued from page 1)*

Project is wrapping up Cycle 2 System testing. During this stage of testing, participants test different scenarios that represent different State business processes. If any errors are found, testers log that information for the Edison team to review and resolve.

Employees from 24 different agencies took time from their busy schedules to help out with System testing. The Project Edison team is grateful for their help and support. At the end of each testing session, participants were asked to take a short survey about their experience. Nearly 85 percent of employees either “agreed” or “strongly agreed” with the statement that during testing they “gained understanding that will relate to my business.”

Here are some of the additional comments we received:

- “Until we learn more about the system, it’s difficult to comprehend what we are trying to accomplish, but exposure is improving that.”
- “The scenarios were easy to follow since each step was listed. It made navigating through the system easy to follow and very helpful for learning!”
- “Participation has helped me to understand what to expect from the new software.”
- “Not quite understanding the ‘ins’ and ‘outs’ yet, but in due time I’m sure it will be much more informative.”
- “I think employees as a whole will have a hard time with this system.

I hope there is lots of training for employees and the approvers at every level.”

- “These sessions have been very beneficial and helpful to learn various functions of the system!”
- “I recommend providing ‘cheat sheets’ of acronyms, chart of accounts or a glossary of terms for commonly used terms in Edison; possibly an explanation of each chart field also.”

These comments are helpful to us as we prepare training materials and further plan for the implementations.

## Load Testing

The technical team has recently conducted load testing for the configuration of the Edison applications. During this process, technical team members tested a variety of high-volume transactions (such as viewing job history and time sheet entry) to ensure the Edison architecture could handle the anticipated “concurrent user load” in a production environment. The team simulated 7,250 users running these transactions simultaneously and continuously over an extended period of time, with batch processing and report creation occurring concurrently in the background. This number was determined based on industry standards and is representative of the State’s core user population. Based on the test results, the technical team does not foresee any significant issues with Edison’s ability to handle a large number of employees accessing the applications at the same time.

## Letter from the Director

*(continued from page 1)*

members to continue forward with the data gathering assignments and other Edison tasks. Your efforts are very important to the success of the Project, and we thank you for your continued support. In particular, we want to thank the many employees who have assisted with our testing effort. We certainly appreciate you sharing your time and talents with us!

In this newsletter, you will read about our testing efforts, along with our preparations for end-user training. Additionally, we have added a couple of Liaison Profiles. We felt it was important to add this piece to the newsletter so you could see the project from their perspective. We also included Agency Kudos to showcase some of the excellent work being done in the agencies. Again, we are grateful for those who have dedicated countless hours to Edison.

We look forward to communicating with you regarding our new Go-Live schedule. Again, thank you to everyone for your patience, understanding and dedication to the success of Project Edison.

Sincerely,

Stephanie Richardson  
Director, Project Edison

# EDISON TRAINING UPDATE

With the delay of the July 1 Go-Live date, the end-user training schedule has been adjusted accordingly. Based on the tentative Go-Live date of October 1 for HCM, we are now preparing for Edison end-user training to begin in late June.

Project Edison will again be using Agency Training Coordinators to enroll employees in the appropriate classes. In early May, the Edison team trained new Agency Training Coordinators on ELM Lite, the system being used to register employees for training. In early June, the training calendar will be available for Training Coordinators to begin registering end-users for training.

Please remember that employees must go through their Agency Training Coordinator to enroll in Edison training. Employees who already attended training will have

the opportunity to take classes again if they need additional assistance. If you are unsure whether or not you need to attend Edison training, please contact your Agency Training Coordinator.

Also, please remember to take the online Basic Navigation Course before attending training. This tool is geared to help employees become familiar with the Edison system before participating in training. The Basic Navigation Course can be found on the training page on the Edison Intranet site or directly at: <http://upk.edison.tennessee.gov/hcm/navigation/toc.html>. Before getting started, be sure to click on the instructions located on the right hand side of the screen.

Much of the training in Nashville will take place in the State's new training facility, which is located on the 3rd floor of the

Tennessee Tower. Since its completion in November, the space has held a number of Project related activities, including Open House presentations and system testing. The facility features 10 training rooms, each with the capacity for 20 students.

As we gear up for training, we are again looking for volunteers to be assistants during training. Assistants are a valuable asset as they provide additional one-on-one help in the classroom. If you are interested in being a training assistant, please contact your Liaison or Edison at [edison@state.tn.us](mailto:edison@state.tn.us).

Thank you for your support of Project Edison end-user training. We look forward to working with you to make Edison training a success!

## Agency Liaison Spotlight - Gordon Smead, Revenue

**Q: What has been the biggest Edison-related challenge you've encountered within your agency? How are you working to overcome this challenge?**

**A:** Revenue's biggest challenge on this project has been assimilating and responding to the broad array of communications received from Edison. For example, in working on Phase 2 interfaces we have had to review the "Agency Financial Interfaces - Technical Quick Start Guide," slides from financial interface meetings, email instructions, "Points of Awareness for Information Systems Planning," General Ledger and Accounts Payable record layouts, and materials on the Edison technical information intranet

site. We've had to compare these to interface documentation we submitted a couple of years ago and to other Edison deliverables we've completed. We have experienced some difficulty understanding what will be an Edison interface versus what will be done using Edison input screens. We've had similar difficulties with other HR and Financials deliverables. In working to overcome these challenges, we met with Edison personnel on what we're supposed to be doing, when it is due and how to do it. Because of the complexity and criticality of this project, our subject matter experts and Edison have had to work together closely to do what is required.

**Q: What aspect of Edison are you most excited about? How do you think Edison will benefit your agency?**

**A:** I'm most excited about the self-service screens, through which employees will have direct access to their personal, payroll, benefit and training information. I'm looking forward to job performance documentation, as well as requests for leave and training, being done on-line. Edison will benefit Revenue by replacing aging, limited access, batch-oriented systems with state-of-the-art, more accessible, real-time systems.

## Agency Spotlight - Bonnie Heithcock, TWRA

**Q: What has been the biggest Edison-related challenge you've encountered within your agency? How are you working to overcome this challenge?**

**A:** The biggest challenge we face in implementing Edison within TWRA is providing high-speed Internet access to our employees in remote locations of the State. About one-third of our agency consists of law enforcement officers and biologists stationed in the rural or mountainous areas of Tennessee. Unfortunately, there is not reliable wireless access outside of urban areas or outside the interstate perimeters "dotted with cellular towers". In addition, Digital Service Line (DSL) providers choose not to provide their services in many areas since there is no return-on-investment in sparsely populated locations. The issue is compounded by the lack of funding for expensive satellite services and the necessary hardware (desktops and/or laptops). TWRA has developed the following strategy to address the problem.

First, the agency is in the process of installing five "kiosk" workstations per region, in scattered locations with reliable Internet Service Providers. Employees nearest to these kiosks will be able to utilize these shared workstations. Our goal is to provide a kiosk workstation less than a one-hour drive of the employee's base station. Edison has assisted the agency by providing TWRA the 20 desktop workstations at no charge. TWRA, however, will be responsible

for the monthly Internet Service Provider charges and future hardware replacement expenses.

The remainder of field employees, those who cannot utilize a "kiosk", will be allowed to submit their time and labor via fax, using newly developed paper time sheets called SMART (Semi-Monthly Activity Report and Timesheet). Though there are still a few kinks to work out with this solution (namely authorization and security), the Edison team is working with TWRA to define the process.

**Q: What aspect of Edison are you most excited about? How do you think Edison will benefit your agency?**

**A:** "Excited" is a strong word used more often for wonderful occasions such as anticipated newborns, planned weddings and tropical vacations. To be honest, when you really get into the different phases and modules of Edison, you feel more worried, skeptical and fearful! Not only must we contend with major changes in an environment we have grown accustomed to, we have to successfully train everyone.

Though several advantages and benefits have been communicated - namely those that come with consolidating our antiquated financial and procurement legacy systems - it is not easy to define the benefits of the FSCM phase of Edison (at least not from a Liaison perspective). The HCM phase, however, has the clear and tangible benefits of the Employee Self-Service module. The ability to view and edit your own

personal information, such as payroll deductions and contributions, is very appealing, if not exciting.

One clear benefit to TWRA is that the Edison Time and Labor module will replace our internal labor distribution application system known as SMAR (Semi-Monthly Activity Report). The critical SMAR application currently runs on obsolete data entry software, and is in need of replacement. We have effectively removed the SMAR replacement project from our agency Information Systems Plan - including the costs associated the project.

### AGENCY KUDOS - F&A Central Payroll

“ The Payroll Call Center team has helped the Edison team with many tasks. Whenever we have needed assistance and with whatever we have been doing, the call to duty has been answered. Not only has the Call Center staff assisted the HCM team, they have also lent helping hands to the Financials team. Two Call Center staff members have temporarily relocated to Edison in order to help create task profiles. From gathering transactions for testing, validating security roles and system access, to entering transactions to help with testing, the Payroll Call Center has been instrumental to the success of Edison. “Big Kudos” to the Central Payroll Call Center, we couldn't have done it without you! ”

- Sandy Strickland



# Edison Alphabet Soup

Project Edison uses numerous acronyms to describe different aspects of the project. Below you will find some commonly used Edison acronyms, along with their meaning. For a complete list, please visit our Intranet site at: <http://intranet.state.tn.us/erp/acronyms.html>

## **ACE = Agency Change Expert**

Members of the Project Edison Team assigned to work directly with Agency Liaisons throughout the implementation process.

## **AIT = Agency Implementation Team**

Members of State agencies who are responsible for assisting in the implementation of Edison. These individuals represent different functional areas within the agency, such as HR, Financials or IT.

## **CBT = Computer Based Training**

Self-paced training that's administered on a computer. For example, Employee Self-Service training will be delivered via CBT.

## **ELM = Enterprise Learning Management**

The State's training system of record within Edison that will replace T.I.S., the Training Information System.

## **ERP = Enterprise Resource Planning**

Project Edison is the State of Tennessee's Enterprise Resource Planning (ERP) solution, which is an integrated software package used to perform administrative business functions such as financials, procurement, payroll, benefits and personnel administration.

## **ESS = Employee Self-Service**

The Employee Self-Service module of Edison is a "one-stop shop" that allows employees to view items, such as their personal information and paystubs.

## **FPL = Financials/Procurement/Logistics**

The PeopleSoft software that includes Financials, Procurement, Assets, Fleet, Plant and Inventory functions.

## **HCM = Human Capital Management**

The PeopleSoft software module that includes HR, Benefits, Time & Leave and Payroll functions.

## **MSS = Manager Self-Service**

The Manager Self-Service module of Edison is a "one-stop shop" that allows supervisors to perform certain day-to-day managerial tasks, such as approving time, leave and training requests.

## Scanning Equipment Update

As part of the Phase 2 implementation, scanners, bar coders and cashiering equipment will be used in connection with the Edison system. Document scanners will allow agencies to attach supporting documents, such as travel receipts and invoices, into Edison. Additionally, bar code scanners will be used for inventory and asset management purposes.

The Project Edison team is currently working with agencies to talk about the scanning equipment needs for each agency. Group meetings are being planned to talk with smaller agencies about this equipment. Larger agencies with complex scanning needs will have individual meetings with Edison staff members.

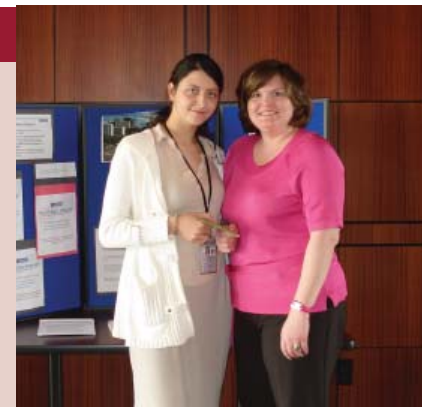
If you have questions about your agency's scanning equipment needs, please contact us at [edison@state.tn.us](mailto:edison@state.tn.us).

## AGENCY KUDOS - TennCare

“ In an ongoing effort to engage staff as we prepare for the implementation of Edison, the Divisions of Administrative Services and Human Resources in the Bureau of TennCare teamed together to place an Edison Information Booth in the lobby area of the building. Employees were encouraged to visit the booth in order to remain current on implementation activities, and continue to build an overall

working knowledge of Edison. As an incentive, a member of management personally contributed gift cards to a local establishment, which were awarded to the 1st employee to correctly answer an Edison related question posted each week. This effort was well received, and staff continues to visit the booth to view information that is continually updated as Edison evolves. ”

- Nathan Berretta



Vesna Watkins and Carla Spann of TennCare with their display.